



Town of Buckeye Human Resources Department JOB POSTING

070-12 Public Safety Dispatcher (Repost)

NUMBER OF VACANCIES: Multiple

DEPARTMENT: Police

PAY GRADE: Grade 47, Non-Exempt

TYPE OF POSITION: Full-Time, Classified

DAYS/HOURS WORKED: Varying shifts to include nights, weekends and holidays required.

POSTING DATE: September 10, 2012

WORK LOCATION: 100 N. Apache

SALARY RANGE: \$17.26 - \$25.51 per hour

Positions are contingent upon continuation of IGA.

POSITION CLOSES: Open Until Filled – 1st Review of applications Thursday, September 20, 2012
Position may close at any time following 1st review.

☐ Internal Only

☒ Internal / External

Application Process

All interested persons must submit a completed and signed Town of Buckeye job application to the Town of Buckeye Human Resources Department no later than 6:00 p.m. on the closing date at:

530 E. Monroe Avenue

Buckeye, AZ 85326

Telephone: (623) 349-6250

Fax: (623) 349-6270

TDD (For the hearing impaired only): (623) 386-4421

The Town job application can be completed online at our Town website www.buckeyeaz.gov by clicking on the "Careers" menu or obtain an application from Human Resources Department. We are an equal opportunity employer.

GENERAL PURPOSE: Under close supervision, responds to emergency and non-emergency calls for service, identifies and dispatches appropriate law enforcement, fire and emergency service units, and gathers and relays critical information; complies with Police and Fire Department policies and procedures to assure the safety of officers and the public.

PRIMARY DUTIES AND RESPONSIBILITIES:

*The following duties **ARE NOT** intended to serve as a comprehensive list of all duties performed by all employees in this classification, only a representative summary of the primary duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.*

- Answers incoming emergency and non-emergency calls; interviews callers and gathers details; prioritizes calls for service and determines appropriate personnel to respond; dispatches emergency responders; relays pertinent information to law enforcement and emergency services officers in a concise manner; provides information and assistance to the public within scope of authority.
- Provides detailed call information to officers as needed; maintains status and awareness of Police patrol unit locations; monitors message traffic and relays information to officers.

(Job posting continues on back and/or next page.)

- Enters emergency assistance calls into the computer aided dispatch (CAD) incident logs; inputs information into the ACJIS & NCIC computer system; maintains records and files.
- Contacts other law enforcement agencies for additional information and resources as needed, and relays pertinent information regarding incidents.
- Notifies key Town of Buckeye personnel on critical incidents; follows all Department policies and procedures to assure that officer and public safety is the top priority.
- Enters and verifies warrant information, and confirms warrants for other agencies.
- Performs inquiries and criminal history checks for officers through ACJIS & NCIC; sends inquiries to other agencies for warrant confirmations or general information.
- Enters data for records and reports; processes forms and record files; queries system databases as requested.
- Performs other duties as assigned or required.

MINIMUM QUALIFICATIONS:

Education and Experience:

High School diploma or GED equivalent. Must have a minimum of one (1) year experience as a Dispatcher or 911 Operator (call taker) with Spillman experience in a police environment **AND** one (1) year of clerical and computer experience required.

Necessary Knowledge, Skills and Abilities:

- Knowledge of Town policies and procedures.
- Knowledge of equipment utilized in law enforcement communications including radio, computer and dispatch equipment.
- Knowledge of law enforcement patrol procedures.
- Knowledge of local geographical area, road systems, and the locations of landmarks.
- Knowledge of Police and Fire Departments' standard dispatch policies and procedures.
- Knowledge of the basic principles of record keeping and records management.
- Skill in handling multiple tasks simultaneously, under pressure, and in emergency and stressful situations.
- Skill in obtaining information from hostile or emotional citizens.
- Skill in communicating clearly and concisely and relaying details accurately.
- Skill in remembering names, numbers and locations, and reading maps quickly and accurately.
- Skill in working under pressure of deadlines, and establishing and maintaining cooperative working relationships with employees, officials, other agencies and the general public.
- Skill in public relations and customer service.
- Skill in following and effectively communicating verbal and written instructions.

Special Requirements: Must obtain Terminal Operator Certification Level A within six months of hire if not possessed at time of hire/placement. Must be able to type a minimum of 35 words per minute. Working nights, weekends and holidays is required. Position is contingent upon continuation of IGA.

Physical Demands / Work Environment: Work is performed in a fast paced, high volume call center environment.

Reports To: Public Safety Communications Shift Supervisor

Supervision Exercised: None

FLSA Status: Non-exempt